

# CENTRAL REGISTRY PROCEDURE MANUAL

**Subject: Creating an Initial Application**

**Number: 650-56**

**Effective Date: 10/22/2020**

## PURPOSE:

To provide instructions on how to enter an initial EMT applicant into the Central Registry and document the statewide certification.

## REGULATION GUIDANCE:

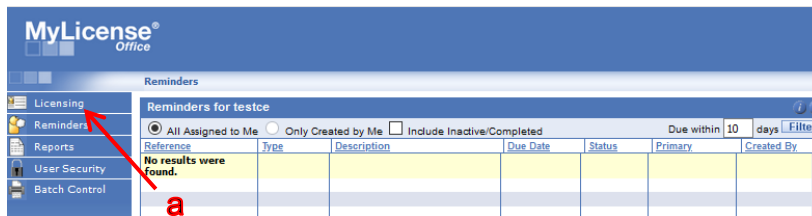
According to Section 100344 of Chapter 10, a certifying entity is required to enter certification into the Registry for each certification applicant no later than 14 calendar days from the date the applicant successfully meets the certification requirements.

## REFERENCE:

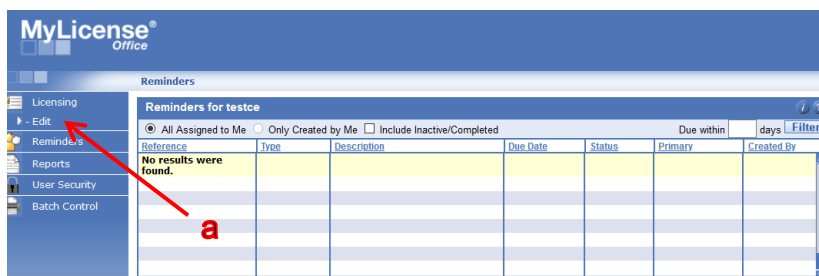
- Chapter 10: California EMT Central Registry, Section 100344
- Chapter 2: EMT Initial Certification Requirements, Section 100079
- Procedure 650-58 Renewing an EMT Certification
- Procedure 650-68 Reinstating an Expired EMT Certification
- Procedure 650-80 Unarchiving an EMT Record
- Procedure 650-82 Creating an Alias
- Procedure 650-52 Documenting a Certification Denial
- Procedure 650-66 Removing a Pending Application
- Procedure 650-65 How to Print an EMT card

## PROCEDURE:

1. In the left column of the Central Registry, click on Licensing.



Under Licensing, click > Edit (a).



For questions or support, send an email request to [mlohelpdesk@emsa.ca.gov](mailto:mlohelpdesk@emsa.ca.gov) using the [MLO\\_HELPDESK\\_KEYWORDS](#).

## CENTRAL REGISTRY PROCEDURE MANUAL

<b>Subject: Creating an Initial Application</b>	<b>Number: 650-56</b>
<b>Effective Date: 10/22/2020</b>	

2. Before you can enter a new person record, you will need to search to see if the person is currently in the registry. In the License panel, set the fields as follows:

- In the Profession field, select “*Certifying Entity*” from the drop-down menu.
- In the License Type field, select “*EMT*” or “*Advanced EMT*” from the drop-down menu.
- In the License Status field, leave at the default of “*All Status.*”
- Enter the SSN (recommended) or the name.
- **VERY IMPORTANT: Click on the “New Applicant Search” tab at the bottom of the panel (a).** This tab will search the database for person specific fields (e.g. name, SSN, etc.) including those who have different license types such as paramedic or AEMT. Selecting “**New Applicant Search**” will prevent the creation of duplicate person record or certification. Do not click the “Search” button; this will only search the database for person profiles with the selected profession or license type.

The screenshot shows the 'Licensing' application window with the 'Person' tab selected. The form contains various fields for entering applicant information. At the bottom of the form, there are three buttons: 'Search', 'New Applicant Search', and 'Clear'. The 'New Applicant Search' button is circled in red, and a red arrow points to it with the letter 'a' next to it. The 'SSN' field is highlighted in yellow and contains the value '111223333'. Other fields include 'Profession' (set to 'Certifying Entity'), 'License Type' (set to 'EMT'), 'License Status' (set to '<All Status>'), 'First Name', 'Middle Name', 'Last Name', 'Address Line1', 'Address Line2', 'City', 'State' (set to 'California'), 'Zip Code', 'Address Type' (set to 'General'), and 'Licensee Only' (checked).

3. If the person is in the Registry, it could be any of the following possible scenarios. Review each subsection here to identify how to find an existing record. If you do not find the record in these pathways, go to Step 4 to create a new record.

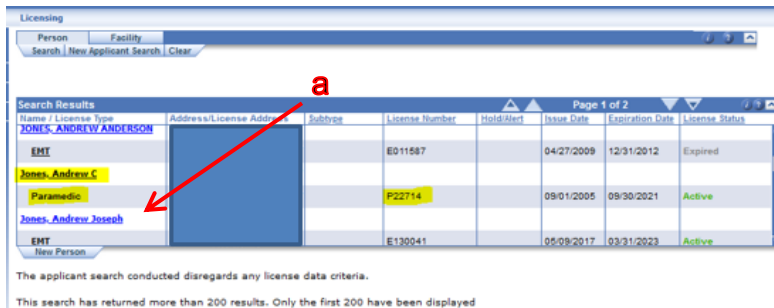
# CENTRAL REGISTRY PROCEDURE MANUAL

**Subject: Creating an Initial Application**

**Number: 650-56**

**Effective Date: 10/22/2020**

- a. A person record may already exist in the registry if they **hold a Paramedic license, AEMT or Epi Pen certification**. Click on the underlined name (a) to add a **new application** (EMT or AEMT) to the same person record. Do not click the New Person tab. Then skip to Step 7 to complete the new certification.



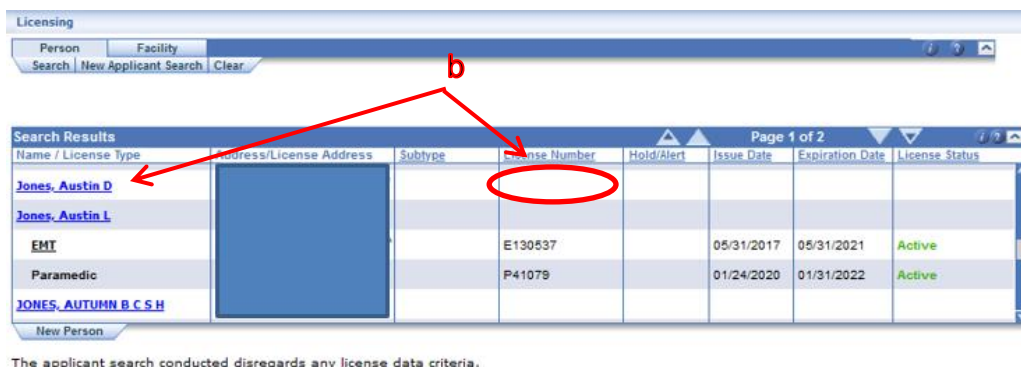
The screenshot shows the 'Licensing' application window with the 'Person' tab selected. The search results table displays the following data:

Name / License Type	Address/License Address	Subtype	License Number	Hold/Alert	Issue Date	Expiration Date	License Status
<u>JONES, ANDREW ANDERSON</u>							
EMT			E011587		04/27/2009	12/31/2012	Expired
Jones, Andrew C							
Paramedic			P22714		09/01/2005	09/30/2021	Active
Jones, Andrew Joseph							
EMT			E130041		05/08/2017	03/31/2023	Active

Below the table, it states: 'The applicant search conducted disregards any license data criteria. This search has returned more than 200 results. Only the first 200 have been displayed.'

**OR**

- b. A person record may already exist in the registry if their **NREMT exam results were uploaded**. You will see the underlined person record as shown below, but no license number (b). Click on the underlined person name to add an EMT or AEMT certification. Do not click the New Person tab. Go to Step 7 complete the certification.



The screenshot shows the 'Licensing' application window with the 'Person' tab selected. The search results table displays the following data:

Name / License Type	Address/License Address	Subtype	License Number	Hold/Alert	Issue Date	Expiration Date	License Status
<u>Jones, Austin D</u>							
Jones, Austin L							
EMT			E130537		05/31/2017	05/31/2021	Active
Paramedic			P41079		01/24/2020	01/31/2022	Active
JONES, AUTUMN B C S H							

Below the table, it states: 'The applicant search conducted disregards any license data criteria.'

**OR**

- c. A person record will be displayed if the person is or has been certified previously as an EMT. Do not click the New Person tab; the EMT should be "renewed" or "reinstated" from the **existing** person record. You would click on the underlined EMT (c) to pull up the existing EMT record and process a renewal or reinstatement by following procedures #650-58 and #650-68 respectively.

For questions or support, send an email request to [mlohelpdesk@emsa.ca.gov](mailto:mlohelpdesk@emsa.ca.gov) using the [MLO\\_HELPDESK\\_KEYWORDS](#).

# CENTRAL REGISTRY PROCEDURE MANUAL

**Subject: Creating an Initial Application**

**Number: 650-56**

**Effective Date: 10/22/2020**

**IMPORTANT NOTE:** If you search by Name, you may find multiple persons with the same name as shown below. You will need to verify the person by their SSN and address. Failure to correctly verify the SSN can cause duplicative records and compliance violations by your agency.

Name / License Type	Address/License Address	Subtype	License Number	Hold/Alert	Issue Date	Expiration Date	License Status
Jones, Aaron Delace							Pending
EMT			E133973		10/09/2017	08/31/2022	Active
Jones, Aaron J							
Epinephrine Certification			C00177		01/23/2017	01/31/2019	Expired
Jones, Aaron H							

The applicant search conducted disregards any license data criteria.  
This search has returned more than 200 results. Only the first 200 have been displayed

**OR**

- d. A person record might be **archived**. If you searched Licensing Edit and did not find the person, try searching for the EMT record through Licensing Edit, Licensee – Person Advanced (1) and check the “Archive Only” box (2). If archived, it will need to be “unarchived” in order to process the re-certification. **Follow the procedure for “Unarchiving an EMT Record” #650-80.**

MyLicense® Office

Licensing

Person Facility

Search New Applicant Search Clear

Profession: Certifying Entity License Type: EMT License Number: [ ]

License Status: <All Status> First Name: [ ] Middle Name: [ ]

Last Name: [ ] Address Line1: [ ] Address Line2: [ ]

City: [ ] State: [ ] Zip Code: [ ]

SSN: 111223333 Address Type: General Licensee Only: ☒

Date Of Birth: mm/dd/yyyy [ ] Archive Only: ☒ (2)

Applicant Number: [ ] Old Address Search: ☐ Renewal Id: [ ]

Include Alias: ☐ Soundex: ☐ County: [ ]

Phone: [ ]

Search New Applicant Search Clear

For questions or support, send an email request to [mlohelpdesk@emsa.ca.gov](mailto:mlohelpdesk@emsa.ca.gov) using the [MLO\\_HELPDESK\\_KEYWORDS](#).

# CENTRAL REGISTRY PROCEDURE MANUAL

**Subject: Creating an Initial Application**

**Number: 650-56**

**Effective Date: 10/22/2020**

4. If the SSN or name does not find any results, you will see the phrase “no results were found” and may click on “New Person” (a) and continue to Step 5.

The screenshot shows the 'Licensing' application form with the 'Person' tab selected. Fields include Profession (Certifying Entity), License Type (EMT), License Number, License Status (<All Status>), First Name, Middle Name, Last Name, Address Line1, Address Line2, City, State, Zip Code, SSN (111222333), Address Type (General), and Licensee Only (checked). Below the form is a 'Search Results' table with columns: Name / License Type, Address/License Address, Subtype, License Number, Hold/Alert, Issue Date, Expiration Date, and License Status. The table contains one row with the text 'No results were found.' A red arrow labeled 'a' points to the 'New Person' button at the bottom left of the search results area. Below the table, a note states: 'The applicant search conducted disregards any license data criteria.'

5. Below is the new page that you will see:

The screenshot shows the 'Licensing' application form with three sections: 'Person Information', 'Person Additional', and 'Person Address Fields'. The 'Person Information' section includes fields for Prefix, First Name, Middle Name, Last Name (Contrary), Suffix, SSN, Alt, Date of Birth, Date Deceased, Registration Code, and Gender. The 'Person Additional' section includes an Ethnicity dropdown. The 'Person Address Fields' section includes fields for Zipcode, City, County, State, Address Line1, Address Line2, Address Line3, Address Line4, Cell Phone, Email, Country (United States), Phone, and Work Phone. There is a 'Map It' button next to Address Line1. At the bottom, there is a 'Create Alias' checkbox and 'Save' and 'Back' buttons.

For questions or support, send an email request to [mlohelpdesk@emsa.ca.gov](mailto:mlohelpdesk@emsa.ca.gov) using the [MLO\\_HELPDESK\\_KEYWORDS](#).

## CENTRAL REGISTRY PROCEDURE MANUAL

<b>Subject: Creating an Initial Application</b>	<b>Number: 650-56</b>
<b>Effective Date: 10/22/2020</b>	

6. Fill in the following fields:

- First Name, Middle (if they have one), Last Name, SSN, DOB.  
Please note that the SSN will auto populate to reduce chance of errors.
- **Ethnicity and Gender are new fields** required per regulation for EMT/AEMTs. This information should be provided to you on the submitted application. Choose from the options in the dropdown. **If you do not fill this in, an error code will appear after you attempt to Make Complete in the checklist.** You will not be able to proceed until it is complete.

The screenshot shows the 'Licensing' application form, specifically the 'Person Information' section. Fields include: Prefix (empty), First Name (Mary), Middle Name (empty), Last Name (Contrary), Suffix (empty), SSN (111-22-3333), Date of Birth (01/20/2000), Date Deceased (empty), Registration Code (empty), and Gender (dropdown menu open showing options: Female, Male, Not disclose). Below this is the 'Person Additional' section with an Ethnicity dropdown menu.

Here is an example of the first portion of the ethnicity drop down:

The screenshot shows the 'Person Additional' dropdown menu for the 'Ethnicity' field. The dropdown is open, displaying a list of ethnicity options: African, African American/Black, Aleut, American Indian/Native American, Cambodian, Caucasian/White, Chinese, Choose Not to Identify, Cuban, Eskimo, Filipino, French, German, Guamanian or Chamorro, Haitian, Hawaiian, Indian, Israeli, and Japanese. The background shows the 'Person Address' section with fields for Zipcode, City, Country (United States), Address Line1, Address Line2, Address Line3, Cell Phone, and Email.

For questions or support, send an email request to [mlohelpdesk@emsa.ca.gov](mailto:mlohelpdesk@emsa.ca.gov) using the [MLO\\_HELPDESK\\_KEYWORDS](#).

# CENTRAL REGISTRY PROCEDURE MANUAL

**Subject: Creating an Initial Application**

**Number: 650-56**

**Effective Date: 10/22/2020**

- Zip Code (once you input the Zip Code, the City, County and State will auto-populate), Address and Phone Number.
- Note: The Create Alias box in the lower left corner (a) is used to update the Person record later as needed for legal name changes and these will show up in the Alias panel. For future reference: Follow the procedure for “Creating an Alias” #650-82.
- Click >Save (b) to proceed with the Initial application.

7. The following screen will display. Click on the New Application tab (a).

For questions or support, send an email request to [mlohelpdesk@emsa.ca.gov](mailto:mlohelpdesk@emsa.ca.gov) using the [MLO\\_HELPDESK\\_KEYWORDS](#).

# CENTRAL REGISTRY PROCEDURE MANUAL

**Subject: Creating an Initial Application**

**Number: 650-56**

**Effective Date: 10/22/2020**

8. Next you will see the Application Information fields.

- The profession (certifying entity) will autopopulate.
- Choose the license type (EMT or AEMT) and the proper Obtained By (requirements met to obtain initial certification).
  - Enter the correct date into the “Application Received Date” – you can type in the date or click on the calendar to the right.

Licensing > New Application

Summary				
Name	Address	License Type	License Number	License Status
Mary Quite Contrary	101 White Rock Road Rancho Cordova CA 95670	N/A	N/A	N/A

Application Information

Profession \* Certifying Entity

License Type \* EMT

Subtype ---

Obtained By \* ---

Application Received Date 08/03/2020

State/Province ---

Country ---

Next

An example of the Initial Obtained By dropdown options is shown below.

**IMPORTANT NOTE:** If you chose the wrong Obtained By and discover this mid-process, you may send a helpdesk ticket for assistance. This can be changed while still in pending, by the BLS Coordinator. Once the certification is approved, it cannot be changed, but you can document notes in the License panel clarifying. Click NEXT to continue.

Licensing > New Application

Summary				
Name	Address	License Type	License Number	License Status
Mary Quite Contrary	101 White Rock Road Rancho Cordova CA 95670	N/A	N/A	N/A

Application Information

Profession \* Certifying Entity

License Type \* EMT

Subtype ---

Obtained By \* ---

Application Received Date ---

State/Province ---

Country ---

Next

Back

Revoked Reapply

Initial EMT/CA EMT Course Completion

Initial EMT/Out of State EMT Course

Initial EMT/CA AEMT Certificate

Initial EMT/CA Paramedic License

Initial EMT/Out of State EMT Certificate

Initial EMT/Out of State AEMT Cert

Initial EMT/Out of State Paramedic Lic

Initial EMT/Current NREMT Basic

Initial EMT/Current ADV NREMT

Initial EMT/Current Paramedic NREMT

For questions or support, send an email request to [mlohelpdesk@emsa.ca.gov](mailto:mlohelpdesk@emsa.ca.gov) using the [MLO\\_HELPDESK\\_KEYWORDS](#).



## CENTRAL REGISTRY PROCEDURE MANUAL

**Subject: Creating an Initial Application**

**Number: 650-56**

**Effective Date: 10/22/2020**

9. If the mailing address is the same as the address you typed in on Step 6, then you can click on Copy Person Address Fields (a) or you may fill in the mailing address. The “Select Email” and “Use License Address for Mailing” fields autopopulate to be used for letters. Click >Finish (b) at the bottom of the page.

The screenshot displays a web application interface for creating a license. It is divided into three main sections:

- License Application Summary:** A table with columns: Name, Address, License Type, License Number, License Status. The data row shows: Mary Quite Contrary, 101 White Rock Road Cordova CA 95670, Rancho, EMT, N/A, N/A.
- License Information:** A section with a dropdown for 'Select Email' (set to 'Other') and a checkbox for 'Use License Address For Mailing' (checked). There is also an 'Email Merge Address' field.
- License Address Fields:** A section with various input fields: Zipcode\*, City\*, County, State\*, Address Line1\*, Address Line2, Address Line3, Address Line4, Email, Cell Phone, Country\* (set to 'United States'), and Phone/Work Phone. A 'Map It' button is also present.

At the bottom of the 'License Address Fields' section, there is a button labeled 'Copy Person Address Fields' (indicated by red arrow 'a') and a 'Finish' button (indicated by red arrow 'b').

10. Below is the top half of the next screen that you will see next. There is a note at the top that says “Insert New License Successful.” This does not mean that the certification is complete, but that you have entered a person record and their data. In the following steps, you will **fill in the ethnicity if you added a new application to an existing person record**, enter the background check information for the live scan and check off the requirements.

- Under Search Results, you will see a “pending” status on the record (circled below). This status will remain until you have completed the certification process on the EMT.
- This panel is where you would Deny or Remove the application if applicable. See the procedures for Denial (with prejudice) and Remove/withdraw (no prejudice) in the Reference section on page one.

For questions or support, send an email request to [mlohelpdesk@emsa.ca.gov](mailto:mlohelpdesk@emsa.ca.gov) using the [MLO\\_HELPDESK\\_KEYWORDS](#).

# CENTRAL REGISTRY PROCEDURE MANUAL

**Subject: Creating an Initial Application**

**Number: 650-56**

**Effective Date: 10/22/2020**

The screenshot shows the MyLicense Office interface. A message at the top says "Insert New License Successful." Below it, there's a search bar with "Person" selected. The search results table is displayed, showing one entry for "Contrary, Mary Quite" with the status "Pending" circled in red. The table has columns for Name/License Type, Address/License Address, Subtype, License Number, Hold/Alert, Issue Date, Expiration Date, and License Status.

Name/License Type	Address/License Address	Subtype	License Number	Hold/Alert	Issue Date	Expiration Date	License Status
Contrary, Mary Quite EMT	101 White Rock Road Rancho Cordova CA 95670 101 White Rock Road Rancho Cordova CA 95670						Pending

- **IMPORTANT NOTE:** If you time out of MLO or leave this application and return later, you will simply need to go into Licensing Edit and search the name or SSN to pull up the pending certification to continue the process. There you will be able to access "DETAILS" in all of the mini-panels and continue until the process is complete.

11. Below is the bottom half of the screen you will see. This is where you will check off all requirements and enter the background check and NREMT exam information as detailed in upcoming steps.

Requirements			Details
Name	Status	Date	
Certified By	Completed	08/03/2020	
Application Complete and Signed	Unchecked		
\$75 Fee Collected	Unchecked		
DOJ and FBI CORI Received	Unchecked		
CA EMT Course Completion last 2 yrs	Unchecked		
Current NREMT Registration/Exam	Unchecked		

Background Check				Details
CORI Status	Requested By	Date of CORI or Verif Letter	ATI Number	
No Data				

Certification Actions				Details
Certification Action	Violation	Start Date	End Date	
No Data				

Exam				Details
Exam Battery	Exam Type	Result Code	Exam Date	
No Data				

12. **If you added a new application to an existing person record**, click on the details tab (a) in the Person minipanel. Here is where you will add the **Ethnicity and Gender requirements** (b). If you do not enter it here, an error code will appear when you click Make Complete in the checklist and you will need to go back and complete that field.

If you already added the Ethnicity and Gender to a New Person record, you may skip this step and go to step #13.

For questions or support, send an email request to [mlohelpdesk@emsa.ca.gov](mailto:mlohelpdesk@emsa.ca.gov) using the **MLO\_HELPDESK\_KEYWORDS**.

# CENTRAL REGISTRY PROCEDURE MANUAL

<b>Subject: Creating an Initial Application</b>	<b>Number: 650-56</b>
<b>Effective Date: 10/22/2020</b>	

**Person** Details

Prefix:  
First Name: MaryAnne  
Middle Name: Quite  
Last Name: Contrary  
Date of Birth: 01/20/2000  
SSN: 111223333  
Registration Code: 75195231  
Gender:

**Licensing > Edit Person**

**Person Add/Edit**

Prefix:   
First Name:   
Middle Name:   
Last Name:   
Suffix:   
SSN:  -  -  Alt: ☐  
Date of Birth:    
Date Deceased:    
Registration Code: 75195231  
Gender:

**Person Additional Add/Edit**

Ethnicity:

**Person Address Fields**

Zipcode:   
City:    
County:    
State:  Country:   
Address Line1:    
Address Line2:   
Address Line3:   
Address Line4:   
Cell Phone:   
Email:   
Phone:   
Work Phone:

Click Save once you have entered the Ethnicity and Gender from the dropdowns.

- Click on the “details” button in the top right-hand corner (a) of the Background Check mini panel.

**Background Check** Details

CORI Status	Requested By	Date of CORI or Verif Letter	ATI Number
No Data			

For questions or support, send an email request to [mlohelpdesk@emsa.ca.gov](mailto:mlohelpdesk@emsa.ca.gov) using the [MLO\\_HELPDESK\\_KEYWORDS](#).

## CENTRAL REGISTRY PROCEDURE MANUAL

<b>Subject: Creating an Initial Application</b>	<b>Number: 650-56</b>
<b>Effective Date: 10/22/2020</b>	

Below is the screen that will open. Click on the “Add” tab (b).

Licensing > User Defined Objects

Summary					
Name	Address	License Type	License Number	License Status	
Mary Quite Contrary	101 White Rock Road Rancho Cordova CA 95670	EMT	N/A	Denied	

Background Check						
CORI Status	Requested By	Date of CORI or Verif Letter	ATI Number	NLI Submitted	EMSA NLI Submitted	NLI Notes
No Data Found						

**Add** b Back

14. The Background Check mini panel will open – this is where certifying entities can log receipt of criminal offender record information (CORI) as required in regulation.

- There are two options in the drop down menu for CORI status (a):

Background Check

CORI Status: Background check prior to July 1, 2010 a

Requested By:

Date of CORI or Verif Letter:

ATI Number:

NLI Submitted:

Save Cancel

- **Background check prior to July 1, 2010** is used only for EMTs that were grandfathered into the Central Registry and the certifying entity submitted a Letter of Verification to EMSA at that time. Do not use this option unless it was left blank originally and now needs to be filled in. You must verify that this process was done.
- **EMSA Receiving CORI Report is the option to choose** for all new EMTs, EMTs changing certifying entities or EMTs that are reinstating and have lapsed over one year.
- Requested By: this would be your agency
- Date of CORI: the date both FBI and DOJ reports have been received from the Department of Justice (DOJ) by your agency.
- ATI Number: This is the Automated Transaction Identifier and will be on the report you receive from DOJ and is on the live scan application.
- DO NOT FILL IN “NLI.” This means No Longer Interested and is used for documenting when an agency cancelled the CORI with DOJ. Reference Procedure 650-55 Submitting a No Longer Interested (NLI) form.

For questions or support, send an email request to [mlohelpdesk@emsa.ca.gov](mailto:mlohelpdesk@emsa.ca.gov) using the [MLO\\_HELPDESK\\_KEYWORDS](#).

# CENTRAL REGISTRY PROCEDURE MANUAL

<b>Subject: Creating an Initial Application</b>	<b>Number: 650-56</b>
<b>Effective Date: 10/22/2020</b>	

Below is an example of what should be filled in on the background check mini panel for an initial EMT applicant. Click >Save (b)

This is the screen you will see once you have entered all necessary background check information. Click >Back (c)

15. The Employers for License mini panel (a) is not necessary for processing EMT certification. It is used in paramedic licensure. If you can find the employer in the drop down, then you can add it if you like.

For questions or support, send an email request to [mlohelpdesk@emsa.ca.gov](mailto:mlohelpdesk@emsa.ca.gov) using the [MLO\\_HELPDESK\\_KEYWORDS](#).

## CENTRAL REGISTRY PROCEDURE MANUAL

<b>Subject: Creating an Initial Application</b>	<b>Number: 650-56</b>
<b>Effective Date: 10/22/2020</b>	

16. The Exam mini panel is where you document the NREMT exam results if this is a requirement for the initial pathway the applicant chose or if you have been provided the results using a different initial pathway. Highlighted in the steps below is the information you will need to obtain from the EMT/AEMT. You do not have to record their failed exams, just the passing. You may document failed exams if you have that information.

If you receive the NREMT card instead of the actual Exam information, you may enter the issue date for the NREMT registration as the exam date for this is proof the exams were passed by that date.

- a. Click on the details tab

The screenshot shows a software interface with a tabbed menu. The 'Exam' tab is active, and within it, the 'Details' sub-tab is highlighted in yellow. Below the tabs is a table with four columns: 'Exam Battery', 'Exam Type', 'Result Code', and 'Exam Date'. The table currently contains one row with the text 'No Data'.

- b. Click Add (or Edit or Delete if you need to revise/cancel)

This screenshot shows the 'Licensee > Exam' screen. It features a 'Summary' section with a table containing license information for 'Mary Quite Contrary'. Below this is an 'Exam' section that currently displays 'No Data Found'. At the bottom of the Exam section, there are buttons for 'Add', 'Edit', 'Merge', and 'Delete'. The 'Add' button is highlighted in yellow.

- c. Enter whether it was the Basic NREMT (EMT) or Advanced (AEMT)

This screenshot shows the 'Licensee > Exam > Add Exam' screen. It includes a 'Summary' section at the top. Below it is the 'Exam Add/Edit' form. This form has several fields: 'Profession' (set to 'Certifying Entity'), 'Exam Battery' (a dropdown menu with 'National Registry - Advanced' and 'National Registry - Basic' options, where 'National Registry - Basic' is highlighted in yellow), 'Exam State' (a dropdown menu), 'Score Code' (a dropdown menu set to 'Non-Scheduled by License 2000'), 'Exam Date' (a date input field), 'Exam Type' (a dropdown menu), and 'Result' (a dropdown menu). 'Save' and 'Cancel' buttons are at the bottom.

For questions or support, send an email request to [mlohelpdesk@emsa.ca.gov](mailto:mlohelpdesk@emsa.ca.gov) using the [MLO\\_HELPDESK\\_KEYWORDS](#).

# CENTRAL REGISTRY PROCEDURE MANUAL

<b>Subject: Creating an Initial Application</b>	<b>Number: 650-56</b>
<b>Effective Date: 10/22/2020</b>	

- d. Highlighted below are all the fields you should fill in which includes the dropdown choice of Pass or Fail. Click SAVE.

Licensee > Exam > Add Exam

Summary					
Name	Address	License Type	License Number	License Status	
Mary Quite Contrary	1 White Rock Street 95670 Rancho Cordova CA	EMT	N/A	Pending	

Exam Add/Edit	
Profession	Certifying Entity
Exam Battery	---
Exam State	CA
Score Code	Non-Scheduled by License 2000
Exam Date	mm/dd/yyyy
Exam Type	---
Result	Fail Pass

Save Cancel

17. The next step is to complete the Requirements mini panel. Click on the “Details” button in the top right-hand corner of this panel to open the checklist (a).

Requirements			Details
Name	Status	Date	
Certified By	Completed	08/03/2020	
Application Complete and Signed	Unchecked		
\$75 Fee Collected	Unchecked		
DOJ and FBI CORI Received	Unchecked		
CA EMT Course Completion last 2 yrs	Unchecked		
Current NREMT Registration/Exam	Unchecked		

a

18. The first item on the checklist, “Certified By,” should already show a status of *Completed* (as shown in the screenshot above), because that is tied to the pre-requisite mini panel and the UserID. If it is **Completed**, continue to **Step #22**.

If “Certified By” shows an “incomplete” status, you may ADD your agency or contact EMSA with a helpdesk request to add the prerequisite relationship for you. Instructions continue below.

# CENTRAL REGISTRY PROCEDURE MANUAL

<b>Subject: Creating an Initial Application</b>	<b>Number: 650-56</b>
<b>Effective Date: 10/22/2020</b>	

Requirements <span style="float: right;">Details ^</span>		
Name	Status	Date
Certified By	Incomplete	
Application Complete and Signed	Unchecked	
\$75 Fee Collected	Unchecked	
DOJ and FBI CORI Received	Unchecked	
CA EMT Course Completion last 2 yrs	Unchecked	
Current NREMT Registration/Exam	Unchecked	

**IMPORTANT NOTE:** Deny/**Reapply**, Revoked/**Reapply** and **Withdrawn** applications currently do not auto populate the prerequisite relationship to your agency. You will need to add this or request assistance.

If the prerequisite **is incomplete**, click on the underlined “Certified By” (a), and the Prerequisite Information panel below the checklist will display. Then click the ADD button (b).

Check List Requirements

Summary

Name	Address	License Type	License Number	License Status
Mary Quite Contrary	101 White Rock Road Cordova CA 95670	EMT	N/A	Pending

Requirements

Requirement	Status	Date	Changed By
<u>Certified By</u>	Incomplete		
<input type="checkbox"/> <u>Application Complete and Signed</u>	Unchecked		
<input type="checkbox"/> <u>\$75 Fee Collected</u>	Unchecked		
<input type="checkbox"/> <u>DOJ and FBI CORI Received</u>	Unchecked		
<input type="checkbox"/> <u>CA EMT Course Completion last 2 yrs</u>	Unchecked		
<input type="checkbox"/> <u>Current NREMT Registration/Exam</u>	Unchecked		

Completed Incomplete Unchecked

Prerequisites Information

Need: 1	License Type(s): Certifying Entity	Relationship: Certified By	Profession: Certifying Entity
Have: 0	License Type(s)	Name	License Number
Status			
No Data			
<div>Add</div>			

For questions or support, send an email request to [mlohelpdesk@emsa.ca.gov](mailto:mlohelpdesk@emsa.ca.gov) using the [MLO\\_HELPDESK\\_KEYWORDS](#).



# CENTRAL REGISTRY PROCEDURE MANUAL

<b>Subject: Creating an Initial Application</b>	<b>Number: 650-56</b>
<b>Effective Date: 10/22/2020</b>	

19. The following screen will display. Click on Facility (a). Type in the name of your agency with an asterisk after it to locate the correct certifying entity (b). Ensure that the highlighted fields (c) are filled in and then click SEARCH.

Check List Requirements > Add Prerequisites

Summary					
Name	Address	License Type	License Number	License Status	
Mary Quite Contrary	101 White Rock Road Cordova CA 95670	Rancho EMT	N/A	Pending	

Person Facility

Full Name:  Address Line1:

FEIN:  City:

License Number:  State:  Relationship:

Phone:  Zip Code:  Profession:

License Type:

Advanced Search

20. When you see the correct agency that you are associated with in the Search Results, click on the underlined phrase “certifying entity”(a) below the name of the agency.

Check List Requirements > Add Prerequisites

Summary					
Name	Address	License Type	License Number	License Status	
Mary Quite Contrary	101 White Rock Road Cordova CA 95670	Rancho EMT	N/A	Pending	

Person Facility

Search Results			
Name / License Type	Address / License Address	License Number	License Status
Sacramento County EMS Agency	9616 Micron Avenue Suite 635 Sacramento CA 95827		
<u>Certifying Entity</u>	9616 Micron Avenue, Suite 635 Sacramento CA 95827	34	Active

21. The following summary will display. Go to the lower panel entitled Prerequisite Information. Enter the Association date (a) which is the date you are entering the pre-requisite relationship. Check the Selected pre-requisite box (b) and click **SAVE** and then **Back** to continue with the certification. If you have questions about adding the prerequisite, send a mlohelpdesk request via email.

For questions or support, send an email request to [mlohelpdesk@emsa.ca.gov](mailto:mlohelpdesk@emsa.ca.gov) using the [MLO\\_HELPDESK\\_KEYWORDS](#).

# CENTRAL REGISTRY PROCEDURE MANUAL

<b>Subject: Creating an Initial Application</b>	<b>Number: 650-56</b>
<b>Effective Date: 10/22/2020</b>	

22. Each checklist of requirements will be slightly different based upon which Obtained By is chosen. **Each item on the checklist is required.** If one item is not complete, then the certification should be left in pending temporarily until all requirements are met.

Check off all the boxes in the initial requirements checklist (a) shown in the example below and please note:

- DOJ and FBI CORI Received means that the livescan report was reviewed and cleared by **your** certifying entity.
- If the application is withdrawn or incomplete for a long period of time, it can be removed. If an application was created in error, it can be removed and archived. If an application is denied without prejudice (such as abandoned), it should be removed and notes documented. See Procedure #650-66 Removing a Pending Application.
- If any requirements in the checklist were not met, the renewal should not be processed completely or approved. You may leave the application in pending (not approved) for a reasonable period until ALL requirements are met. If it is not processed in a timely fashion, you may receive notification from EMSA to review the status of the certification.

At bottom of the checklist, choose the “completed” tab (b).

For questions or support, send an email request to [mlohelpdesk@emsa.ca.gov](mailto:mlohelpdesk@emsa.ca.gov) using the [MLO\\_HELPDESK\\_KEYWORDS](#).

# CENTRAL REGISTRY PROCEDURE MANUAL

**Subject: Creating an Initial Application**

**Number: 650-56**

**Effective Date: 10/22/2020**

**Check List Requirements**

**Summary**

Name	Address	License Type	License Number	License Status
Mary Quite Contrary	101 White Rock Road Cordova CA 95670	Rancho EMT	N/A	Pending

**Requirements**

Requirement	Status	Date	Changed By
<input checked="" type="checkbox"/> <u>Certified By.</u>	Completed	08/03/2020	testce
<input type="checkbox"/> <u>Application Complete and Signed.</u>	Unchecked		
<input type="checkbox"/> <u>\$75 Fee Collected.</u>	Unchecked		
<input type="checkbox"/> <u>DOJ and FBI CORI Received.</u>	Unchecked		
<input type="checkbox"/> <u>CA EMT Course Completion last 2 yrs.</u>	Unchecked		
<input type="checkbox"/> <u>Current NREMT Registration/Exam.</u>	Unchecked		

Completed Incomplete Unchecked

23. The screen will refresh, and you will now see the status shows “Completed” for all checklist items, the date and your UserID under Changed By.

- a. Now click on the **Make Complete** tab circled below (a). This step is commonly forgotten, so take heed! You will not receive an APPROVE TAB until you **Make Complete** all Requirements.
- b. After you choose Make Complete, click >**BACK** (b).

**Check List Requirements**

**Summary**

Name	Address	License Type	License Number	License Status
Mary Quite Contrary	101 White Rock Road Cordova CA 95670	Rancho EMT	N/A	Pending

**Requirements**

Requirement	Status	Date	Changed By
<input type="checkbox"/> <u>Certified By.</u>	Completed	08/03/2020	testce
<input type="checkbox"/> <u>Application Complete and Signed.</u>	Completed	08/04/2020	testce
<input type="checkbox"/> <u>\$75 Fee Collected.</u>	Completed	08/04/2020	testce
<input type="checkbox"/> <u>DOJ and FBI CORI Received.</u>	Completed	08/04/2020	testce
<input type="checkbox"/> <u>CA EMT Course Completion last 2 yrs.</u>	Completed	08/04/2020	testce
<input type="checkbox"/> <u>Current NREMT Registration/Exam.</u>	Completed	08/04/2020	testce

Make Complete Completed Incomplete Unchecked

Back

For questions or support, send an email request to [mlohelpdesk@emsa.ca.gov](mailto:mlohelpdesk@emsa.ca.gov) using the [MLO\\_HELPDESK\\_KEYWORDS](#).

# CENTRAL REGISTRY PROCEDURE MANUAL

<b>Subject: Creating an Initial Application</b>	<b>Number: 650-56</b>
<b>Effective Date: 10/22/2020</b>	

**IMPORTANT NOTE:** If you clicked Make Complete and Back, then received an error code, you will need to fill in the missing information (example below) or send a helpdesk request, then come back to the Requirements mini-panel shown in Step #22 to click the **Make Complete** tab again.

Following error(s) have occurred:

- "Background Check" CORI Status data missing.
- "Background Check" Date of CORI missing.
- "Background Check" Requested By is missing.

24. The Search Results screen and the Person record will now appear, as shown in the two screenshots below. You will see the APPROVE tab below the Search panels and above the EMT person record. If the Approve tab does not appear, then something is missing in the record. Check Fields, all requirements (including the Make Complete tab), background check, ethnicity and verify that the pre-requisite relationship is established correctly (with your agency listed). If the Approve tab still does not appear, send a helpdesk request to [mlohelpdesk@emsa.ca.gov](mailto:mlohelpdesk@emsa.ca.gov) for further assistance.

The process is not complete until you approve, the dates are filled in and EMT or AEMT number is assigned. You will see that the requirements checklist is "complete," (a) but the certification is still pending (b). Do not exit until you complete all steps and obtain the new EMT certification # (unless you wish to leave it in pending temporarily). Click the **Approve** tab (c).

The screenshot shows the 'Licensing' application window. At the top, there are tabs for 'Person' and 'Facility'. Below these are buttons for 'Search', 'New Applicant Search', 'Clear', and 'Add Person'. The main area displays 'Search Results' for 'Contrary, Mary Quite'. The results table shows two EMT licenses: one 'Denied' and one 'Pending'. Below this, a section titled 'All Licenses held by - Contrary, Mary Quite' shows the same two licenses. At the bottom of the window, there is a navigation bar with buttons: 'New Application', 'Approve', 'Check Fields', 'Deny', and 'Remove'. A red circle and arrow labeled 'C' point to the 'Approve' button.

Name / License Type	Address/License Address	Subtype	License Number	Hold/Alert	Issue Date	Expiration Date	License Status
Contrary, Mary Quite	101 White Rock Road Rancho Cordova CA 95670						
EMT	101 White Rock Road Rancho Cordova CA 95670						Denied
EMT	101 White Rock Road Rancho Cordova CA 95670						Pending

License Type	Address	Sub Type	License Number	Hold/Alert	Status
EMT	101 White Rock Road Rancho Cordova CA 95670				Denied
EMT	101 White Rock Road Rancho Cordova CA 95670				Pending

For questions or support, send an email request to [mlohelpdesk@emsa.ca.gov](mailto:mlohelpdesk@emsa.ca.gov) using the MLO\_HELPDESK\_KEYWORDS.

# CENTRAL REGISTRY PROCEDURE MANUAL

**Subject: Creating an Initial Application**

**Number: 650-56**

**Effective Date: 10/22/2020**

The screenshot displays the Central Registry application form with several tabs and data fields. Red arrows labeled 'a' and 'b' point to specific fields.

**Person Tab:**

- Prefix:
- First Name: Mary
- Middle Name: Quite
- Last Name: Contrary
- Date of Birth: 01/20/2000
- SSN: 111223333
- Registration Code: 75195231

**Prerequisites Tab:**

Full Name	Relationship	Status
Sacramento County EMS Agency	Certified By	Active

**Requirements Tab:**

Name	Status	Date
Certified By	Completed	09/18/2020
Application Complete and Signed	Completed	09/18/2020
\$75 Fee Collected	Completed	09/18/2020
DOJ and FBI CORI Received	Completed	09/18/2020
CA EMT Course Completion last 2 yrs	Completed	09/18/2020
Current NREMT Registration/Exam	Completed	09/18/2020

**License Tab:**

- License Type: EMT
- Certification Number:
- Applicant Number: 254205
- Status: Pending
- Date This Status: 09/17/2020
- Reason Changed:
- Issue Date:
- Expiration Date:
- Effective Date:

**Employers for License Tab:**

Employer Name	Start Date	Position Name	End Date
No Data			

**Background Check Tab:**

CORI Status	Requested By	Date of CORI or Verif Letter	ATI Number
EMSA Receiving CORI Report	Sacramento County EMS Agency	09/02/2020	999999999

**Certification Actions Tab:**

Certification Action	Violation	Start Date	End Date
No Data			

**Exam Tab:**

Exam Battery	Exam Type	Result Code	Exam Date
No Data			

25. After you click the Approve tab, you will see the Summary in the Licensing>Approval module shown in the example below.

- For EMTs, the Central Registry will **automatically generate the Issue Date, Effective Date and Expiration Date**.
- For AEMTs, fill in the expiration date two years from the system generated issue date. This does not populate automatically currently.
- For both EMT and AEMT, the issue date and effective date for an initial application is the day the certificate is completed/issued from the Central Registry.
- For both EMT and AEMT, the expiration date is the last day of the month two (2) years from the effective date of an initial application.
- **Do not change any dates in this panel.** If you have a question about the dates or forget to add the AEMT date, send a mlohelpdesk request for assistance.

The screenshot shows the Licensing > Approval Summary and License Activation panels.

**Summary Panel:**

Name	Address	License Type	License Number	License Status
Mary Quite Contrary	101 White Rock Road Cordova CA 95670	EMT	N/A	Pending

**License Activation Panel:**

Issue Date	09/18/2020
Expiration Date	09/30/2022
Effective Date	09/18/2020

Buttons: Save, Cancel

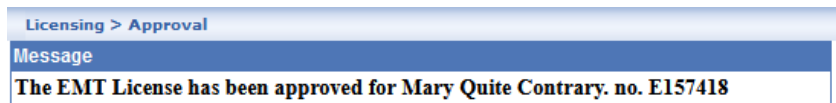
For questions or support, send an email request to [mlohelpdesk@emsa.ca.gov](mailto:mlohelpdesk@emsa.ca.gov) using the [MLO\\_HELPDESK\\_KEYWORDS](#).

## CENTRAL REGISTRY PROCEDURE MANUAL

<b>Subject: Creating an Initial Application</b>	<b>Number: 650-56</b>
<b>Effective Date: 10/22/2020</b>	

**REMINDER:** Regulations require certifying entities to enter certification information into the Registry for each certification applicant no later than 14 days from the date the applicant successfully meets the certification requirements. Backdating an issue date beyond the 14 days may be a violation of Title 22, Division 9, Chapter 10, Section 100344.

26. Finally, click **OK**, and the record will be saved to the Licensing module of the database and sent to your “Batch Control/Current” area (on the left hand side of the page). The card is ready to print. See Procedure 650-65 for How to Print an EMT Card (Reference, page one).



**The certification has been completely processed and approved.**